

# Complaint Management

## Department of Geosciences (FB 5)

Stand 20.05.2021

## Complaint Management FB 5: Objectives

Our aim is to convey well-founded and contemporary content, skills and methods in a fair and friendly discursive exchange with our students. This interaction between teachers and students is a fundamental requirement for successful studies. It is subject to an ongoing process of change and improvement and goes hand in hand with the compliance with the rules of good academic work and the principles of social and gender-equal cooperation ([https://www.geo.uni-bremen.de/stati/infb\\_downloads/642/Code\\_of\\_Conduct.5.pdf](https://www.geo.uni-bremen.de/stati/infb_downloads/642/Code_of_Conduct.5.pdf)).

Lecturers and students are required to design teaching in a positive and cooperative manner. Where there are points of friction or ambiguity, the complaint management of the Geosciences Department comes into play. It is used to jointly resolve any problems at an early stage and to bring about an agreement in clear procedural steps.

Our common goal is a quick agreement within our department. If this cannot be achieved, the advice offered by Department 4 - Office against Discrimination and Violence (ADE, Arbeitsstelle gegen Diskriminierung und Gewalt) - is used and, in the last instance, the legal department is consulted.

## Complaint Management FB 5: General information on the procedure

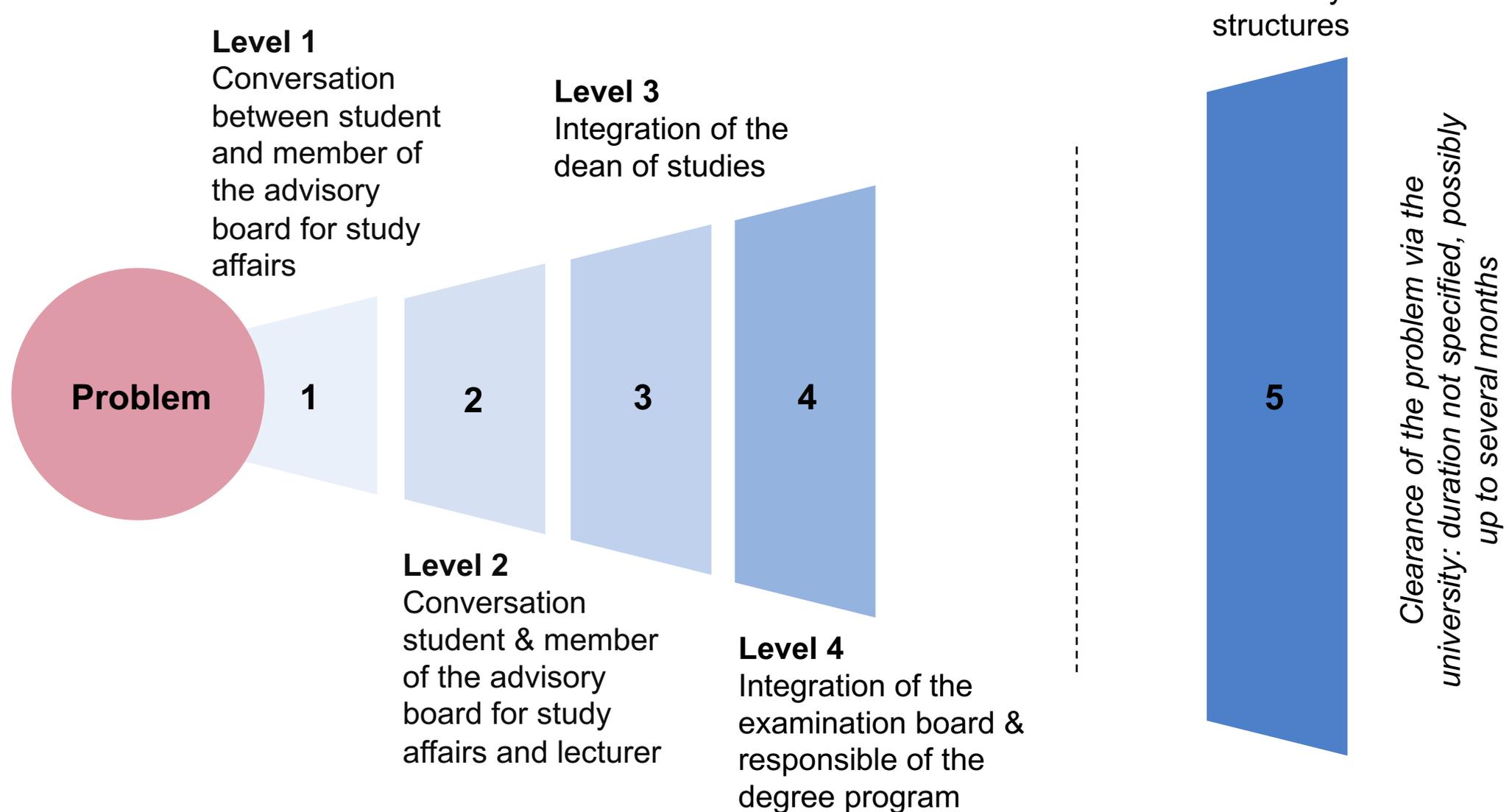
The procedural steps are structured according to the counselling level. If there is no agreement on one level, the process is continued with the participation of other participants on the next advisory level.

In addition to lecturers / examiners and students, participants in the faculty can also be clerks from the examination office, employees of the consultancy for study affairs and career perspectives, dean of studies and committee members of the advisory board for study affairs and the examination boards. Other participants can be called in on a case-by-case basis.

Problems should be addressed directly or expressed through evaluations. In any case, the personal rights of the parties involved must be upheld; relationships of dependency must not be abused.

If complaints are made to uninvolved persons in the department, these should refer to the advisory board for study affairs or the complaint procedure and the correct contact person.

# Complaint Management FB 5: Counselling levels





## Complaint Management FB 5: procedural steps in levels

Level / Action	Participants	Result	Documentation	Duration
<b>Level 1 (FB 5 intern)</b>				
Direct conversation	Student & neutral person of the advisory board for study affairs	a) Agreement b) No agreement – continue on level 2	Usually verbal agreement without written confirmation	Short notice 3 working days
<b>Level 2 (FB 5 intern)</b>				
Individual or group conversation	Participants level 1 & participating lecturers	a) Agreement b) No agreement – continue on level 3	Usually verbal agreement without written confirmation	Short notice, 2 weeks
<b>Level 3 (FB 5 intern)</b>				
Individual or group conversation	Participants level 2 & dean of studies	a) Agreement with clear arrangements b) No agreement – continue on level 4	Minutes of arrangements/adjustments; filing at dean's of studies offices	Short notice, several weeks
<b>Level 4 (FB 5 intern)</b>				
Board meeting of the examination board	Participants level 3 & responsible of the study program	a) Committee decision ends conflict b) No committee decision – continue on level 5	Minutes of meeting; filing at the office of the examination board	The committee meets twice a year, only during the lecture period; the process can take up to 9 months
<b>Level 5 (external university structures)</b>				
Conflict counselling with the university (ADE), followed by central university procedure	Participants level 4 & chair of the examination board	a) Agreement after conflict counselling – no further steps b) No agreement – objection board of the university	Minutes of meeting; filing at the office of the examination board	Duration not specified, in the case of legal proceedings up to several months